Information Technology (IT) Specialist

Put your passion for the desert to work. To apply for an open position, please forward resume and letter of interest to hr@dbg.org, fax to: 480.481.8173, or mail to:

Human Resources
Desert Botanical Garden
1201 N. Galvin Parkway
Phoenix, AZ 85008

Full-time, Non-exempt

Desert Botanical Garden is a Phoenix cultural institution with a multi-faceted mission: conservation, education, research an exhibition of desert plants. It welcomes 315,000 visitors annually – roughly 50% local and 50% tourists. It is imperative that the security, sustainability and growth of the institution's technology be monitored and managed with a high standard of quality. In an effort to maximize customer satisfaction, enable staff to provide an exceptional visitor experience, and support the fiscal growth of the institution, the primary responsibility of the IT Specialist is to provide excellent technical support and customer service through demonstrative technical expertise and adaptive, creative, and flexible trouble shooting and research skills. The IT Specialist is responsible for providing prompt and courteous onsite technical support to Garden staff, corporate guests and key stakeholders, assisting with leading technology projects and supporting the Director of IT.

Duties and Responsibilities:

- Provide a high-level of prompt and courteous technical support (hardware and software) to Garden staff, corporate guests and key stakeholders.
- Effectively communicate and fully collaborate with all departments to provide excellent customer service and monitor & maintain technology products and services within the Garden.
- Understand, manage, troubleshoot and provide preventative maintenance & upgrades to user workstations and software products.
- Research and generate recommendations and quotes for procurement of technology products and manage associated documentation.
- Participate in the evaluation of new or proposed technology products or services to ensure they are consistent with the Garden's technology standards—feasibility, sustainability, etc.
- Assist in providing system administration for the Garden EIS.
- Assist in monitoring the Garden's network for signs of security breaches, viruses, or unhealthy activity and participate in remediation activities for encountered security breaches, viruses or other activities.

- Assist in assuring the Garden complies with all applicable software licensing laws.
- Train staff in the effective use of Garden technology products and services, new employee orientation and ongoing training for current staff.
- Other similar duties as assigned to assist in the effective operation of the Garden's IT department or as assigned by the Director of IT.

JOB REQUIREMENTS:

1. Associate's degree in a related field or two (2) years of experience with technology in a mid-level organization, preferably non-profit.
2. Proficiency with Apple and PC-based computer hardware & software.
3. Solid understanding of network functionality, concepts and services.
4. Familiarity with Microsoft Windows Server functionality, concepts and services.
5. Ability to quickly learn new concepts and functions and apply them to daily tasks.
6. Ability and willingness to research and learn new technologies.
7. A team player with outstanding interpersonal skills and an ability to communicate, both verbally and written, with different levels of management and across various groups; ability to initiate discussions with users or external groups to resolve issues.
8. Ability to effectively communicate accurate, appropriate, applicable & timely information to supervisor and to individuals with varying ranges of technical understanding.
9. Ability to utilize instructions, pre-established guidelines and independent judgment to competently perform job functions.
10. Ability to work both autonomously and as part of a team.
11. Ability to manage multiple priorities.
12. Superior problem solving skills and exemplary customer service skills.
13. Knowledge of commonly used concepts, practices and procedures in Information Technology.

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Desert Botanical Garden is an Equal Opportunity Employer and considers all applicants without regard to race, religion, color, sex, gender identity and/or expression, sexual orientation, marital or parental status, age, national origin, veteran status, disability, or any other status protected by law.

The Garden fosters and supports workplace diversity, equity and inclusion to honor the unique perspectives, experiences and contributions of all, to celebrate successes and to cultivate individual and institutional excellence.

The benefits of regular employment at Desert Botanical Garden include a stunning environment, competitive benefits package, complimentary family membership, employee cultural exchange, wellness initiatives and discounts.